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July 31, 2003

**Ex Parte Presentation**

Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

Re: *Application by SBC Communications Inc., et al. for Provision of In-Region, InterLATA Services in Illinois, Indiana, Ohio, and Wisconsin,*  
WC Docket No. 03-167

Dear Ms. Dortch:

On behalf of SBC Communications Inc. ("SBC"), and at the request of FCC staff, I am attaching a chart indicating when each performance measurement began to be reported under version 1.9 of the business rules. This information applies to each of the applicant states.

In accordance with this Commission's Public Notice, DA 03-2344 (July 17, 2003), SBC is filing this letter electronically through the Commission's Electronic Comment Filing System. Thank you for your kind assistance in this matter.

Sincerely,

  
Geoffrey M. Klineberg

**Attachment**

cc:	Pam Arluk	Hisham Choueiki
	Ben Childers	Nicholas Linden
	Janice Myles	Layla Seirafi-Najar
	Jon Feipel	Qualex International
	Karl Henry	

## **ATTACHMENT**

<p align="center"><b>2002 Six-Month Review</b> <i><b>Final Version 1.9</b></i> <i><b>Measurement Change Implementation</b></i></p>	
PM Number and Name	Implementation Report Date (Report date reflects prior month's performance results)
1.1 Average Response Time For Manual Loop Make-Up Information	March 20, 2003
1.2 Accuracy Of Actual Loop Makeup Information Provided For DSL Orders (Reporting of PM 1.2 Suspended Upon Implementation of PM 1.3)	May 20, 2003
1.3 Accuracy Of Actual Loop Makeup Information Provided For DSL Orders	May 20, 2003
2 Percent Responses Received Within "X" April 21, 2003s – OSS Interfaces	March 20, 2003
4 OSS Interface Availability	March 20, 2003
5 Percent Firm Order Confirmations (FOCs) Returned Within "X" Hours/Days	March 20, 2003
5.2 Percent Of Unsolicited FOCs By Reason Code	March 20, 2003
6 Average Time To Return FOC	March 20, 2003
7 Percent Mechanized Completions Returned Within One Hour Of Completion In Ordering Systems	March 20, 2003
7.1 Percent Mechanized Completions Returned Within One Day Of Work Completion	March 20, 2003
8 Average Time To Return Mechanized Completions	March 20, 2003
9 Percent Rejects	March 20, 2003
10 Percent Mechanized Rejects Returned Within One Hour Of Receipt Of Reject In MOR (Note - Measure Title Also Changes To 'Percent Rejects Returned Within "X" Hours')	May 20, 2003
10.1 Percent Mechanized Rejects Returned Within One Hour Of Receipt Of Order (This Measure Deleted)	May 20, 2003
10.2 Percent Manual Rejects Received Electronically And Returned Within Five Hours (This Measure Deleted)	May 20, 2003
10.3 Percent Manual Rejects Received Manually And Returned Within Five Hours (This Measure Deleted)	May 20, 2003
10.4 Percentage Of Orders Given Jeopardy Notices	April 21, 2003
11 Mean Time To Return Mechanized Rejects(Also Measure Title Changes To 'Mean Time To Return Rejects')	May 20, 2003
11.1 Mean Time To Return Manual Rejects That Are Received Via An Electronic Interface (This Measure Deleted)	May 20, 2003
11.2 Mean Time To Return Manual Rejects That Are Received Through The Manual Process (This Measure Deleted)	May 20, 2003
12 Mechanized Provisioning Accuracy	March 20, 2003
13 Order Process Percent Flow Through	March 20, 2003
13.1 Total Order Process Percent Flow Through	March 20, 2003
14 Billing Accuracy	March 20, 2003
15 Percent Of Accurate And Complete Formatted Mechanized Bills Via EDI And BDT	March 20, 2003
16 Percent Of Usage Records Transmitted Correctly	March 20, 2003
17 Billing Completeness	April 21, 2003

<b>2002 Six-Month Review</b> <b><i>Final Version 1.9</i></b> <b><i>Measurement Change Implementation</i></b>		
<b>PM Number and Name</b>		<b>Implementation Report Date</b> (Report date reflects prior month's performance results)
18	Billing Timeliness (Wholesale Bill)	March 20, 2003
19	Daily Usage Feed Timeliness	March 20, 2003
20	Unbillable Usage	March 20, 2003
21.1	Average Time Placed On Hold At LSC	March 20, 2003
22	Local Service Center (LSC) Grade Of Service (GOS)	March 20, 2003
22.1	Mechanized Customer Production Support Center (MCPSC) Grade of Service (GOS) (New Measure)	March 20, 2003
24.1	Average Time Placed On Hold At LOC	March 20, 2003
25	Local Operations Center (LOC) Grade Of Service (GOS)	March 20, 2003
27	Mean Installation Interval	March 20, 2003
28	Percent POTS/UNE-P Installations Completed Within The Customer-Requested Due Date	March 20, 2003
29	Percent SBC/Ameritech-Caused Missed Due Dates	April 21, 2003
30	Percent SBC/Ameritech-Caused Missed Due Dates Due To Lack Of Facilities	April 21, 2003
31	Average Delay Days For SBC/Ameritech-Caused Missed Due Dates Due To Lack Of Facilities	March 20, 2003
32	Average Delay Days For SBC/Ameritech-Caused Missed Due Dates	April 21, 2003
33	Percent SBC/Ameritech-Caused Missed Due Dates > 30 Days	April 21, 2003
35	Percent Trouble Reports Within 30 Days (I-30) of Installation	March 20, 2003
35.1	Percent UNE-P Trouble Reports On The Completion Date (New Measure)	May 20, 2003
37	Trouble Report Rate	March 20, 2003
37.1	Trouble Report Rate Net of Installation and Repeat Reports	March 20, 2003
38	Percent Missed Repair Commitments	March 20, 2003
39	Receipt To Clear Duration	March 20, 2003
40	Percent Out Of Service (OOS) < 24 Hours	March 20, 2003
41	Percent Repeat Reports	March 20, 2003
42	Percent No Access (Percent Of Trouble Reports With No Access)	March 20, 2003
43	Average Installation Interval	April 21, 2003
44	Percent Specials Installations Completed Within Customer-Requested Due Date	April 21, 2003
45	Percent SBC/Ameritech-Caused Missed Due Dates	April 21, 2003
46	Percent Trouble Reports Within 30 Days (I-30) Of Installation	May 20, 2003
47	Percent SBC/Ameritech-Caused Missed Due Dates Due To Lack Of Facilities	April 21, 2003
48	Average Delay Days For SBC/Ameritech-Caused Missed Due Dates Due To Lack Of Facilities	March 20, 2003
49	Average Delay Days For SBC/Ameritech-Caused Missed Due Dates	April 21, 2003

<b>2002 Six-Month Review</b> <b><i>Final Version 1.9</i></b> <b><i>Measurement Change Implementation</i></b>		
PM Number and Name		Implementation Report Date (Report date reflects prior month's performance results)
50	Percent SBC/Ameritech-Caused Missed Due Dates > 30 Days	April 21, 2003
52	Mean Time To Restore	March 20, 2003
53	Percent Repeat Reports	March 20, 2003
54	Failure Frequency	March 20, 2003
54.1	Trouble Report Rate Net Of Installation And Repeat Reports	April 21, 2003
55	Average Installation Interval	May 20, 2003
55.1	Average Installation Interval – DSL (This Measure Deleted)	April 21, 2003
55.2	Average Installation Interval For Loop With LNP	March 20, 2003
55.3	Percent DSL-Capable Loop Orders Requiring The Removal Of Load Coils And/Or Repeaters	March 20, 2003
56	Percent Installations Completed Within Customer-Requested Due Date	May 20, 2003
56.1	Percent Installations Completed Within Customer-Requested Due Date For Loop With LNP	March 20, 2003
58	Percent SBC/Ameritech-Caused Missed Due Dates	May 20, 2003
59	Percent Trouble Reports Within 30 Days (1-30) of Installation	May 20, 2003
60	Percent SBC/Ameritech-Caused Missed Due Dates Due To Lack Of Facilities	May 20, 2003
61	Average Delay Days For SBC/Ameritech-Caused Missed Due Dates Due To Lack Of Facilities	May 20, 2003
62	Average Delay Days For SBC/Ameritech-Caused Missed Due Dates	May 20, 2003
63	Percent SBC/Ameritech-Caused Missed Due Dates > 30 Days	May 20, 2003
65	Trouble Report Rate	May 20, 2003
65.1	Trouble Report Rate Net Of Installation And Repeat Reports	May 20, 2003
66	Percent Missed Repair Commitments	March 20, 2003
67	Mean Time To Restore	May 20, 2003
68	Percent Out Of Service (OOS) > 24 Hours	March 20, 2003
69	Percent Repeat Reports	May 20, 2003
70	Percentage Of Trunk Blockage (Call Blockage)	March 20, 2003
70.1	Trunk Blockage Exclusions	March 20, 2003
70.2	Percentage Of Trunk Blockage (Trunk Groups)	March 20, 2003
71	Common Transport Trunk Group Blockage	March 20, 2003
73	Percentage Installations Completed Within Customer Requested Due Dates – Interconnection Trunks	April 21, 2003
74	Average Delay Days For SBC/Ameritech-Caused Missed Due Dates – Interconnection Trunks	April 21, 2003

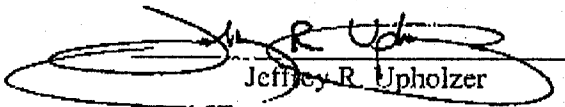
<b>2002 Six-Month Review</b> <b><i>Final Version 1.9</i></b> <b><i>Measurement Change Implementation</i></b>		
<b>PM Number and Name</b>		<b>Implementation Report Date</b> (Report date reflects prior month's performance results)
75	Percentage SBC/Ameritech-Caused Missed Due Dates > 30 Days – Interconnection Trunks	April 21, 2003
76	Average Trunk Restoration Interval – Interconnection Trunks	March 20, 2003
77	Average Trunk Restoration Interval For Service-Affecting Trunk Groups	March 20, 2003
78	Average Interconnection Trunk Installation Interval	April 21, 2003
79	Directory Assistance Grade Of Service	March 20, 2003
80	Directory Assistance Speed Of Answer	March 20, 2003
81	Operator Services Grade Of Service	March 20, 2003
82	Operator Services Speed Of Answer	March 20, 2003
83	Percentage Of Calls Abandoned	March 20, 2003
91	Percentage Of LNP Only Orders Within The Customer Requested Due Date	April 21, 2003
92	Percentage Of Time The Old Service Provider Releases The Subscription Prior To The Expiration Of The April 21, 2003 9 Hour (T2) Timer	March 20, 2003
93	Percentage Of Customer Accounts Restructured By The LNP Only Completion Date	April 21, 2003
95	Average Response Time For Non-Mechanized Rejects Returned With Complete And Accurate Codes (This Measure Deleted) * PM deletion implemented together with the new PM 11.	May 20, 2003*
96	Percentage Pre-Mature Disconnects For LNP Orders	March 20, 2003
97	Percentage Of Time SBC/Ameritech Applies The 10-digit Trigger Prior To The LNP Order Due Date	March 20, 2003
98	Percent LNP Trouble Reports Within 30 Days (I-30) of Installation	May 20, 2003
99	Average Delay Days for SBC/Ameritech-Caused Missed Due Dates (For Stand-Alone LNP Orders)	April 21, 2003
100	Average Time Of Out Of Service For LNP Conversions	March 20, 2003
101	Percent Out Of Service < 60 minutes	March 20, 2003
102	Average Time To Clear Errors (Facility-Based Providers)	March 20, 2003
MI 6	Erred Customer Record Update Files Not Returned By Next Business Day (This Measure Deleted)	March 20, 2003
103	Percent Accuracy for 911 Database Updates (Facility-Based Providers)	March 20, 2003
MI 7	Errors In Customer Record Update Files (This Measure Deleted)	March 20, 2003
104	Average Time Required To Update 911 Database (Facility-Based Providers)	March 20, 2003
MI 8	Customer Record Update Files Not Updated By The Next Business Day (This Measure Deleted)	March 20, 2003
104.1	The Average Time It Takes To Unlock The 911 Record	April 21, 2003
105	Percentage Of Requests Processed Within 35 Days	March 20, 2003
106	Average Days Required To Process A Request	March 20, 2003

<b>2002 Six-Month Review</b> <b><i>Final Version 1.9</i></b> <b><i>Measurement Change Implementation</i></b>	
<b>PM Number and Name</b>	<b>Implementation Report Date</b> (Report date reflects prior month's performance results)
107 Percentage SBC/Ameritech-Caused Missed Collocation Due Dates	March 20, 2003
108 Average Delay Days For SBC/Ameritech-Caused Missed Due Dates	March 20, 2003
109 Percent Of Requests Processed Within The Established Timelines	March 20, 2003
110 Percentage Of Updates Completed Into The DA Database Within 72 Hours For Facility-Based CLECs	March 20, 2003
111 Average Update Interval For DA Database For Facility-Based CLECs	March 20, 2003
112 Percentage DA Database Accuracy For Manual Updates For Facility-Based CLECs	March 20, 2003
113 Percentage Of Electronic Updates That Flow-Through The Update Process Without Manual Intervention	March 20, 2003
114 Percentage Of Premature Disconnects (Coordinated Cutovers)	March 20, 2003
114.1 CHC/FDT LNP With Loop Provisioning Interval	March 20, 2003
115 Percentage Of SBC/Ameritech-Caused Delayed Coordinated Cutovers	March 20, 2003
115.1 Percent Provisioning Trouble Reports (PTR)	April 21, 2003
115.2 Mean Time To Restore – Provisioning Trouble Reports (PTR)	March 20, 2003
117 Percent NNXs Loaded And Tested Prior To The LERG Effective Date	March 20, 2003
118 Average Delay Days For NXX Loading And Testing	March 20, 2003
119 Mean Time To Repair	March 20, 2003
120 Percentage Of Requests Processed Within 30 Business Days	March 20, 2003
121 Percentage Of Quotes Provided For Authorized BFRs Within 45 Business Days	March 20, 2003
124 Timely Resolution Of Significant Software Failures Related With Releases (New Measure)	May 20, 2003
124.1 Test Environment Availability (New Measure)	May 20, 2003
MI 2 Percentage Of Orders Given Jeopardy Notices Within 24 Hours Of The Due Date	April 21, 2003
MI 3 Coordinated Conversions Completed Within One Hour Of The Scheduled Time	March 20, 2003
MI 4 Average Time To Provide A Collocation Arrangement	March 20, 2003
MI 5 Structure Requests Completed Outside Of Interval	March 20, 2003
MI 9 Percentage Missing FOCs	March 20, 2003
MI 10 Percent Time-Out Transactions	March 20, 2003
MI 11 Average Interface Outage Notification	March 20, 2003
MI 12 Average Time To Clear Service Order Errors	March 20, 2003
MI 13 Percent Mechanized Line Loss Notifications Returned Within One Day Of Work Completion	April 21, 2003
MI 13.1 Average Delay Days For Mechanized Line Loss Notifications (New Measure)	April 21, 2003
MI 14 Percent Completion Notifications Returned Within "X" Hours Of Completion Of Maintenance Trouble Ticket	April 21, 2003

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<b>PM Number and Name</b>	<b>Implementation Report Date</b> (Report date reflects prior month's performance results)
MI 15 Change Management	May 20, 2003
MI 16 Percentage Rejected Query Notices	March 20, 2003
WI 1 Percent No Access – UNE Loops Provisioning	March 20, 2003
WI 2 Percent No Access (Percent Of Trouble Reports With No Access) – UNE Loops	March 20, 2003
WI 9 Percent Facility Modification Orders	March 20, 2003
CLEC WI 1 Average Delay In Original FOCs Due Dates Due To Delay Notices (Issue F)	March 20, 2003
CLEC WI 4 Accuracy Of Processing CLEC Corrections Based On Review Of Directory Information (Issue L)	March 20, 2003
CLEC WI 5 Percentage of Protectors Not Moved After Technician Visit (Issue O)	March 20, 2003
CLEC WI 6 FMOD Process: Percent Form A Received Within The Interval Ordered By The Commission	March 20, 2003
CLEC WI 7 FMOD Process: Percent Forms B,CD Received Within 72 Hours Of Form A	March 20, 2003
CLEC WI 8 FMOD Process - Form B: Percent Return FOC With New Due Date Within 24 Hours	March 20, 2003
CLEC WI 9 FMOD Process - Form C: Percent Return Quote Within the Interval Ordered By The Commission	March 20, 2003
CLEC WI 11 FMOD Process - Forms B,C,D: Percentage Of Due Dates Met	March 20, 2003
IN 1 Percent Loop Acceptance Testing (LAT) Completed On Or Prior To The Completion Date	March 20, 2003

I hereby declare, under penalty of perjury, that the foregoing attachment is true and correct.

Executed on July 31, 2003.



Jeffrey R. Upholzer